State of Wisconsin
Department of Administration
Division of Enterprise Technology

Messaging and Collaboration Internship

Overview:

The Department of Administration's (DOA) Messaging and Collaboration team is looking for a motivated, energetic self-starter with excellent communication skills who is interested in joining a team of highly talented individuals to assist with their daily workload. The team is responsible for supporting the following suite of products:

- E-mail – Exchange 2013
- Sharepoint 2013
- MS Lync 2013 (in progress)
- Globalscape FTP
- Lyris Listserv
- Mediasite Live
- Active Sync/Blackberry
- RightFAX

These are all Enterprise solutions serving over 37,000 subscribers for agencies like the Department of Health Services (DHS), Department of Natural Resources (DNR), Department of Corrections (DOC), Department of Revenue (DOR) and the Department of Workforce Development (DWD), etc.

Tasks:

- Install, maintain, configure and test application software and hardware
- Monitor the health of the environments
- Prepare documentation
- Provide a broad range of technical support to customers
- Scripting, such as Powershell or Perl, for automating job processes
- Participate in project work
- Research and recommended enhancements to simplify/streamline process and procedures
- Work with Security to develop and implement sound security practices and policies that balance the need for security and accessibility of systems